Citizens Bank
केन्द्रिय कार्यालय नारायणहिटी पथ, काठमाडौं नेपाल, फोन नं : ०१-४४२७८४२/४३/२४

CITIZENS NEWS BULLETIN

Year 1 | Issue 1 | January 2020

CEO Message



Ganesh Raj Pokharel

It gives me immense pleasure to present this message while launching the first issue of the Bank's News e-Bulletin. I feel great to inform you that with the collective efforts of management team and all our staff, the Bank has been able to mobilize Deposit of NPR 80.041 billion, advance loan of NPR 71.35 billion and earned profit of NPR 687.70 million in the first six months of the current fiscal year.

The Bank has been providing services to its customers from all 7 Provinces of the country through 89 branches, 90 ATMs and 103 BLB agents. This portrays the well-established network of the Bank. We have adopted the slogan

"System Inside:: Image Outside"

I strongly believe that the system within the Bank must be strong and properly defined as well as prompt; whereas the image that we have in the society and with our stakeholders has to be good with top of the mind presence of the Bank. Once the system inside the organization is in the right place, it will automatically reflect the good image of the Bank in the market. We will never compromise on quality of our processes and service delivery. We will strive for excellence every day, every moment. I believe that each and every employee must be confident, competent and cooperative to the customers; for which the Bank has been providing best training facilities and cohesive working environment to all its staff for the better performance.

Our current focus has been on increasing our reach of auxiliary products to the existing as well as new customers, so the theme "Transaction Banking Dhamaka" is launched for this quarter.

Let us all make Citizens Bank the leading Bank in the Industry. Jai Citizens Bank!!

Quarterly Progress - at a glance: Move Ahead Towards a Progressive Future

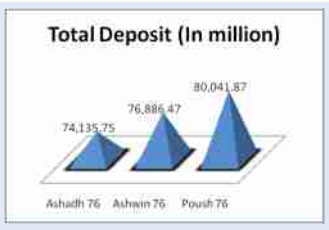
1. PERFORMANCE EVALUATION

Performance evaluation is the important approach for enterprises to take decision. The performance evaluation of a commercial bank is usually related to how well the bank can use its assets, shareholder's equities and liabilities, revenues and expenses. Financial performance of a firm affects the interest of its stakeholders. The performance evaluation of banks is important for all parties including depositors, investors, managers and regulators. The evaluation of a bank's performance usually employs the financial ratio method as it provides a simple description about the organization's financial performance in comparison with previous periods and helps to improve its performance of management. The performance of the Bank helps in determining growth potentiality and financial health leading to shape the plans and future strategy.

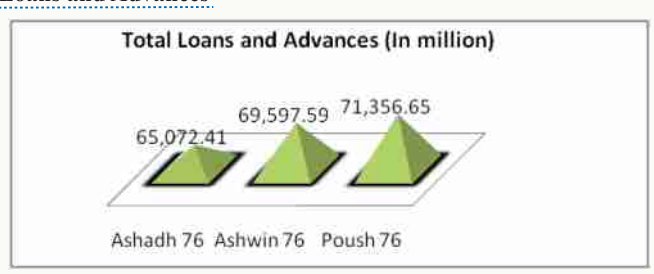
2. REVIEW OF CURRENT POSITION OF THE BANK

Deposit

The total deposit of the Bank at the end of second quarter 2076/77 is NPR 80,041.873 million which comprises of deposits from customers amounting NPR 75,593.36 million and deposits from Banks and Financial Institutions amounting NPR 4,448.51 million. The total deposit has increased by 4.10% than previous quarter as tabulated below.

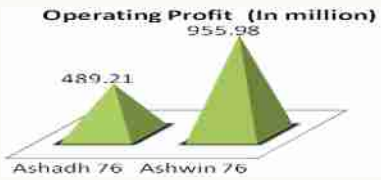


Loans and Advances



The total Loan Outstanding is NPR 71,356.66 million as at end of Poush end, 2076.

Operating Profit



Total operating profit of the Bank stood at NPR 489.21million and NPR 955.98 million in Ashwin end and Poush end 2076 respectively. This has resulted in increase of NPR 466.77 million in Poush end.

Net Profit



The Net profit of the Bank stood at NPR 349.17 million and NPR 687.70 million in Ashwin end and Poush end 2076 respectively. This has resulted in increase of NPR 338.53 million during second quarter.



3. KEY FINANCIAL INDICATORS

The major financial indicators of the Bank have been tabulated below:

Major Indicators	Ashadh 76	Ashwin 76	Poush 76
Capital fund to RWA	13.46%	12.75%	12.78%
Non-Performing loan(NPL) to	Total Loan	1.13%	0.98%0.99%
Cost of Funds	8.29%	8.30%	7.92%
Credit to Deposit Ratio	76.79%	78.41%	77.58%
Base Rate	10.52%	10.75%	10.35%
Interest Spread Rate	3.15%	4.16%	4.58%
Earnings per Share	Rs. 17.49	Rs. 16.20	Rs. 15.95
P/E Ratio	12.81 times	11.98 times	12.41 times
Net worth per share	Rs. 149.26	Rs. 137.18	Rs. 149.26
Liquidity Ratio	25.7%	21.72%	22.40%
No. of Branches	81	84	85
No. of ATMs	78	79	85

4. CONCLUSION

The overall data provided depicts good performance of the Bank in the review period. The Bank shall strive to contribute towards the development of the society and the country, helping to enrich the lives of our people. We shall focus on creating a more inclusive future that gives everyone an opportunity to prosper.



DIGITAL TRANFORMATION



Roshan Manandhar
(Head-Retail Banking)



Anjana Sapkota

DIGITAL TRANSFORMATION, CUSTOMER SERVICE AND DEPOSIT

We have made a fine progress in digital transformation. We have transformed ourselves from taking a picture from Reel Camera to digital camera. Now, carrying a digital camera is a burden and is replaced by Mobile cameras. We have moved from waiting in line to make a call to our relatives at home to making a call from Viber, Messenger etc. from writing letters to sending an email or text messages. Even the shares are sold and purchased online.

BUT.

But when it comes to Banking, we still hesitate to perform the financial transactions digitally because "Money" is involved in banking. And when it comes to money, we cannot afford to take risks of failed transaction. We have this insecurity within us about losing our money or the money being stuck somewhere and not being received by the concerned party. Trust me; I had that feeling too. And that is why I know why we feel insecure to digitally perform our financial transactions. The insecurity arises because of lack of knowledge. When we do not know how the transactions are processed or have never made an attempt to make financial transactions, we will never accept this Digital Transformation. It took only one transaction for me to pay my daughter's school fee online. I no longer buy recharge cards to recharge my mobile. Instead, I recharge via Citizens Smart Banking.

It starts from you to change the people around you. It took one transaction for me to know that I could buy groceries or books online through my card. Yes, Online through card. When I used it, my family members also learnt it. Moreover, a lot of time and money is saved when performing digital transactions in direct (cash back/discount) or indirect (transportation costs, the trouble of bargaining, tiredness from walking around looking for product of your choice) ways.

When Card service was first started, it took a while for people to get accustomed to carrying a card with them instead of cash. The reason was because of insecurity and the same thing is holding us back to perform our transactions from Mobile/Internet Banking. Still, some POS machines arelying idle in many stores because people are not familiar withusing their cards in POS machines. "Cards are to be used to withdraw cash from ATM machine" has been set in people's mind but that is not correct. It is us who have to make maximum use of Digital Products and make people around us aware of the available products and their benefits and transform them.

WHY DIGITAL TRANSFORMATION?

Globalization created a platform for digitalization and whole world is stepping to a digital world. In developed countries, it is very rare for a person to go to a bank. People have accepted Digital Transformation and everything, from account opening to paying bills or transferring money, is done instantly from a mobile. I was amused to see my relative transfer money to his friend without entering account number. But I am now pleased that we too have been successful to incorporate such technology in our Bank's product. It has relieved us from burden of asking/remembering long account number of others and we can transfer any amount to registered mobile number. So, digital transformation not only eases our daily activities, it also helps to deliver higher level of customer satisfaction in customer's end. The customer's time of going to the Bank and queuing is eliminated. In addition, the customer gets undivided attention and equal treatment in performing digital transaction. Even though we claim to provide faster customer services, we may sometime lag to give our 100%. With processes digitalized, the same services are provided with higher efficiency ultimately leading to higher customer satisfaction.

Another advantage of digital transformation is the reduction in customer dealing time for the staff. A customer generally spends about 10-15 minutes for a simple transaction or for statement/ cheque print service. With the banking processes digitalized, the customer can view their statement or transfer funds from their home instantly. Thus, this saves time of the customer as well as of the Bank staff. And, as we all know, "Time is Money", this time can be utilized by both parties in some value adding tasks. In addition, the printing cost of the Bank is also saved. Thus, digital transformation also reduces the transaction cost of the bank.

Moreover, the use of Digital products in fact plays a significant role in upholding the deposit at the Bank. Any individual who uses digital products of the bank where their account is maintained will remain loyal to the Bank, will find it troublesome to switch to other Bank and will be maintaining deposit in their Bank accounts as they will be habituated in using digital products and will find it easier to move cashless. Also, the people who use digital products will be performing transactions in daily basis and thus, their account will always be active ultimately reducing number of dormant account. Furthermore, when banking process is simplified and the easiness of maintaining the bank account instead of carrying cash is communicated properly, the number of accounts will increase. For better customer service and to sustain the deposit maintained at bank, we must take help of digitalization that simplifies a range of processes.

Hence, in conclusion, digital transformation is the future of banking which leads to better customer service as well as deposit mobilization of the bank.



FOREIGN AID : BOON OR DISASTER?



Subarna Budhathoki
Branch Manager- Narayanghat

As Bernard Rosenberg interestingly put it "Foreign aid: Taxing poor people in rich countries for the benefit of rich people in poor countries."

With the great debate circling this Himalayan kingdom about whether to accept the riches promised by MCC Nepal Compact, it would be a great topic of discussion about whether the foreign aids are actually helping to spur investments, accelerate economic growth, and reduce poverty as proposed by the donor agencies. There is even a separate school of thought that trying to help the poor countries might even have been hurting them further. There have even been debates about the flow of financial resources from rich to poor countries in comparison of the same in the reverse side.

But what if aid itself is the problem? Are donor nations using loans to promote their own interests?

When we look at the results from more than six decades of aids flowing in our country, the questions raised might seem to be true. There have even instances where millions of aids have gone with minimal results. Even The primary logic seems to be trade and geo-politics of richer countries. Earlier it used to a part of anti-communist sentiment of the west with now its transformation of being a strong tool for war against terror. Data shows that the poorest countries in the world are not the top most recipients of aid with its primary recipients being countries like Israel, Afghanistan, Pakistan and Iraq. Also they have been used as a major tool to foster its trade. Some even label foreign aid as systemic fraud by the developed countries to the poor and developing countries to support their geopolitical interests and foreign trade.

Also a major form of foreign aid today has been provided in form of loan which in turn is crippling the economies with the accumulation of debt. The rich countries today are charging interests on those debts that are much more than they actually provide in aid. In addition to that, much of the aid is tied and goes back to the country in form of payment of goods and services.

However, there are evidences that foreign aid actually works and does have positive impact on development and raising standards of living of the recipients. The aid programs focused on disasters have helped save millions of life every year. We need to have a different perspective on how we think about aids and the way it functions. The ways to eradicate the level of dependency, corruption and interference (diplomacy as popularly stated) associated with foreign aid has to be identified and duly implemented. It's not the foreign aid to be blamed but the ways in which the funds are allocated in hands of corrupt governments and officials.

Hence, it remains ironical that countries like ours with abundance of resources remain undeveloped, improvised and poor!!!

कर्जा लगानीमा पैसा (PAISA) विधिको प्रयोग र जोखिम व्यवस्थापन



नारायण राज अधिकारी
(प्रमुख-कर्जा जोखिम)

सामान्य अर्थमा बैक तथा वित्तीय संस्थाहरुको प्रमुख कार्यहरुको कुरा गर्नुपर्दा पैसा लिने र पैसा दिने यी दुईवटा कामलाई नै महत्वपूर्ण मानिन्छ किनभने ग्राहकहरुबाट निक्षेपको रुपमा बैंकले पैसा लिन्छ भने कर्जाको रुपमा ग्राहकहरुलाई पैसा दिन्छ । ग्राहकहरुबाट लिएको पैसामा निश्चित प्रकारको ब्याज दिन्छ भने ग्राहकहरुलाई दिएको पैसाबाट निश्चित प्रकारको ब्याज प्राप्त गर्दछ र यही लिने दिने ब्याजको अन्तरबाट नै बैक तथा वित्तीय संस्थाहरुको नाफा नोक्सानको लेखाजोखा हुने गर्छ । पैसा लिने क्रममा केही विशिष्ट किसिमका जोखिमहरु हुन सक्छन् जसलाई नियमाकीय निकायबाट प्राप्त निर्दिष्ट मार्गदर्शन अनुरुप सानै प्रयासले पनि निराकरण गर्न सकिने हुन सक्छ तर पैसा दिने क्रममा भने धेरै किसिमका जोखिमहरु समावेश हुन सक्छन जसलाई निराकरण गर्नको लागि नियमाकीय निकायबाट प्राप्त निर्देशन एवं मार्गदर्शन भन्दा बाहेक पनि विभिन्न तरिकाहरु अपनाउनु पर्ने हुन सक्छ । त्यसै अनुरुप बैक तथा वित्तीय संस्थाहरुले आ(आफ्नो तरिकाबाट पैसा दिने क्रममा जोखिम निराकरणका विभिन्न उपायहरु अवलम्बन गरेका हुन सक्छन आ-आफ्नो अनुभव एवं अभ्यास अनुसार विभिन्न विधिको प्रयोग भईरहेको हुन सक्छ । विधिको नाम जे सुकै भएता पनि सबैको उद्देश्य भनेको पैसा दिनुभन्दा अगाडी र पछाडी आइपर्ने जोखिमहरुको उचित व्यवस्थापन गर्न सकिन्छ कि सकिदैन भनेर विश्लेषण गर्ने नै हो । हामी नेपालीहरुले हाम्रो मुद्रालाई रुपैंया/पैसा भन्छौ भनेपछि पैसाको कारोवारमा प्रयोग हुने जोखिम व्यवस्थापनको कामलाई पनि यसैको नामबाट किन कुनै विधिको नामाकरण नगर्ने भन्ने हेतुले लगानी गर्दा मुख्यतया के के कुराहरुमा सावधानी अपनाउनु पर्ने हुन सक्छ भन्ने कुराहरुलाई मध्य नजर गर्दै पैसाकै नामबाट विधिलाई नामाकरण एवं विश्लेषण गर्न खोजिएको छ जसलाई पैसा (PAISA) विधिको रुपमा चित्रित गरिएको छ ।

कर्जा लगानी गर्ने क्रममा अपनाउनुपर्ने सावधानीहरुका महत्वपूर्ण पाँचवटा तत्वहरुलाई समेटेर पैसा (PAISA) विधिको नामाकरण गरिएको छ जसमा पहिलो अक्षरबाट Purpose या fund, के उद्देश्य प्राप्तिका लागि पैसा मागिएको हो सो उद्देश्यको बारेमा जानकारी राख्नुपर्ने कुरालाई समावेश गरिएको छ । दोश्रो अक्षरबाट Acquaintance with the customer, ग्राहकसँगको चिनजानको माध्यम एवं श्रोतको बारेमा जानकार हुनुपर्ने कुरालाई समावेश गरिएको छ । तेश्रो अक्षरबाट Income source for the repayment, पैसा लगिसकेपछि ब्याज तथा साँवा के बाट तिर्न सक्ने हो भनि ग्राहकको आम्दानीको श्रोतको एकिन गर्नुपर्ने कुरालाई समावेश गरिएको छ । चौँथो अक्षरबाट Saving habit & banking transaction, आम्दानी भए अनुसार बचतलाई के कसरी परिचालन गरिरहेको छ र बैंक तथा वित्तीय संस्थाहरुमा खाता सञ्चालनको अवस्था के कस्तो छ सो सम्बन्धमा पनि जानकार हुनुपर्छ भन्ने कुरालाई समावेश गरिएको छ । र अन्त्यमा पाँचौ अक्षरबाट Assets offered for security and collateral, पैसा लगिसकेपछि कथम कदाचित ग्राहकले ब्याज तथा साँवा तिर्न नसकेको अवस्थामा पनि बैक तथा वित्तीय संस्थालाई नोक्सानीबाट जोगाउन के कस्तो सम्पत्तीलाई धितोको रुपमा स्वीकार गर्ने भन्ने कुरालाई समावेश गरिएको छ ।

ग्राहकहरुबाट कर्जा प्रस्ताव आए पश्चात कर्जाको प्रकृति अनुरुप जोखिकको प्रकृतिहरु पनि विभिन्न किसिमका हुन सक्छन तर न्यूनतम रुपमा पैसा (PAISA) विधिका तत्वहरुको नियालेर विश्लेषण गर्न सकियो भने उल्लेख्य रुपमा जोखिमलाई निराकरण गर्न सकिने देखिन्छ । किनभने यसमा ग्राहकले पैसा के प्रयोजनको लागि माग गरेको हो, साँच्चिकै रुपमा आवश्यक हो वा होइन, उसको आवश्यकतालाई परिपूर्ति गर्न कानुनी तथा नियमाकीय निकायको मार्ग निर्देशनले बाधा पर्छ कि पर्दैन भन्ने कुराको ख्याल राख्नुपर्ने हुन्छ र सो कुरा बैक तथा वित्तीय संस्थाहरुको आफ्नो कर्जा लगानी नीतिले पनि निर्देशित गरेको हुन सक्छ । कस्तो खालको ग्राहकबाट कर्जाको माग भइरहेको छ, बैक तथा वित्तीय संस्था समक्ष उक्त प्रश्ताव के कसरी आइपुगेको छ, ग्राहकको चरित्र एवं छवि, व्यापार/व्यवसायको वस्तुस्थीति पहिचान गर्ने आधारहरु के के हुन भन्ने कुराले पनि कर्जा जोखिम न्युनिकरणमा महत्वपूर्ण भुमिका खेल्न सक्छ । कर्जाको साँवा तथा ब्याज तिर्नको को लागि के कस्तो आम्दानीको श्रोतलाई आधार बनाइएको छ कर्जा अवधिभर उक्त आय श्रोतबाट आम्दानी हुनसक्छ कि सक्दैन भन्ने कुरालाई पनि यस विधिमा महत्वका साथ हेरिएको छ, साथसाथै आम्दानी गरे अनुरुप बचत भइरहेको छ कि छैन नगदको प्रवाह के कस्तो छ भन्ने कुरा पनि अर्को महत्वपूर्ण कुरा हो जसबाट भोलिको दिनमा साँवा तथा ब्याज तिर्न ग्राहक समर्थ हुन सक्छ कि सक्दैन भन्ने कुराको आँकलन गर्न सकिन्छ । राम्रो समयमा त यसैपनि राम्रो हुने नै भयो यदि खराब समय आयो भने पनि त्यस्तो अवस्थामा कर्जा नोक्सानीलाइ न्यूनिकरण गर्नको लागि पर्याप्त चल अचल सम्पत्ती सुरक्षणको रुपमा प्राप्त हुन्छ वा हुँदैन भन्ने कुरा अत्यन्त महत्वपूर्ण हुन आँउछ जसलाई पैसा विधिमा एउटा महत्वपूर्ण तत्वको रुपमा समावेश गरिएको छ । संक्षेपमा भन्नुपर्दा कर्जा जोखिम न्यूनिकरण गर्नका लागि अवलम्बन गर्नुपर्ने राष्ट्रिय तथा अन्तराष्ट्रिय अभ्यासहरु र उपायहरु धेरै भन्दा धेरै हुन सक्छन जसलाई पैसा विधिले प्रतिस्थापन गर्न सक्छ भन्ने कदापी होइन तर यसमा उल्लेख गरिएको पाँच महत्वपूर्ण तत्वहरुको मात्र उचित विश्लेषण गर्न सकियो भनेपनि एक हदसम्म कर्जा जोखिम न्यूनिकरणमा मद्दत पुग्ने देखिन्छ ।

कर्जा लगानीको आकार तथा गुणस्तरले त्यस बैक तथा वित्तीय संस्थाको नाफामा प्रत्यक्ष असर पारिरहेको हुन्छ । गुणस्तरयुक्त कर्जा लगानी बढिरहेको अवस्थामा त्यसबाट नियमित आर्जित व्याजका कारण त्यस बैक तथा वित्तीय संस्थाको नाफामा पनि उल्लेख्य वृद्दि हुँदै जाने गर्दछ, तर कर्जा लगानीको आकार ठुलै भएको अवस्थामा पनि त्यसबाट आर्जित व्याज समयमा नै असुल हुन नसकी कर्जा नियमित हुन नसकेको अवस्थामा भने नाफामा उल्लेख्य गिरावट आउने गर्दछ । मुलुकको केन्द्रिय बैंक नेपाल राष्ट्र बैंकले बैक तथा वित्तीय संस्थाहरुलाई कर्जा लगानीको जोखिमलाई मध्यनजर गर्दै कर्जा लगानीको नियमितताको आधारमा कर्जा लगानीलाई ५ किसिममा वर्गिकरण गरी सोही बमोजिम कर्जा नोक्सानी व्यवस्था गर्न निर्देशन दिएको छ । जस अनुसार कर्जा लगानीलाई असल कर्जा, सुक्ष्म निगरानी, कमसल कर्जा, शंकास्पद कर्जा र खराब कर्जामा बर्गिकरण गर्नु पर्ने हुन्छ । साँवा तथा व्याज भुक्तानीको मितिले एक महिनासम्म मात्र नियमित हुन नसकेको कर्जा र नयाँ कर्जा लगानीलाई असल कर्जा अन्तरगत बर्गिकरण गरी उक्त कर्जाको आकारको एक प्रतिशत रकम कर्जा नोक्सानी व्यवस्था गर्नुपर्ने हुन्छ । त्यस्तैगरि, साँवा तथा व्याज भुक्तानीको मितिले एक महिनादेखि तीन महिना सम्म नियमित हुन नसकेको, नवीकरण नभई अस्थायी रुपमा भुक्तानी अवधि बढाइएका अल्पकालीन वा चालु पूँजी, अन्य कुनै पनि बैक तथा वित्तीय संस्थामा निष्कृय कर्जामा वर्गीकरण भएको ऋणीलाई प्रवाहित कर्जा, साँवा र ब्याज नियमति रुपमा भुक्तानी भएतापनि लगातार दुई वर्षदेखि खुद नोक्सानीमा रहेको वा नेटवर्थ ऋणात्मक रहेको फर्म, कम्पनी वा संस्थालाई प्रवाहित कर्जा, रु १ अर्व वा सो भन्दा बढी रकमका सह(वित्तीयकरण कर्जामा परिणत नभएका बहुबैकिङ्ग कर्जाहरु, राष्ट्र बैंकले निरीक्षण गर्दा ऋणीको नगद प्रवा तथा परियोजना सञ्चालनको अवस्था कमजोर भएको आधारमा सुक्ष्म निगरानीमा राख्ने भनि निर्देशन दिएको कर्जा, कर्जा स्वपुँजी अनुपात ८०:२० भन्दा बढी हुने गरी प्रवाह भएका कर्जाहरु जस्ता कर्जा लगानीहरुलाई सुक्ष्म निगरानीमा बर्गिकरण गरी उक्त कर्जाको आकारको पाँच प्रतिशत रकम कर्जा नोक्सानी व्यवस्था गर्नुपर्ने हुन्छ । साँवा तथा व्याज भुक्तानीको मितिले तीन महिना भन्दा बढी ६ महिना सम्म नियमित हुन नसकेको कर्जा लगानीलाई कमसल कर्जा अन्तरगत बर्गिकरण गरी उक्त कर्जाको आकारको पच्चिस प्रतिशत रकम कर्जा नोक्सानी व्यवस्था गर्नुपर्ने हुन्छ । त्यस्तैगरि, साँवा तथा व्याज भुक्तानीको मितिले ६ महिना भन्दा बढी १ वर्षसम्म नियमित हुन नसकेको कर्जा लगानीलाई शंकास्पद कर्जा अन्तरगत बर्गिकरण गरी उक्त कर्जाको आकारको पचास प्रतिशत रकम कर्जा नोक्सानी व्यवस्था गर्नुपर्ने हुन्छ र साँवा तथा व्याज भुक्तानीको मितिले एक वर्ष भन्दा बढी समयसम्म नियमित हुन नसकेको कर्जा लगानीलाई खराब कर्जा अन्तरगत बर्गिकरण गरी उक्त कर्जाको आकारको शत प्रतिशत रकम कर्जा नोक्सानी व्यवस्था गर्नुपर्ने हुन्छ ।

बैंक तथा वित्तीय संस्थाहरुले आफ्नो कर्जा लगानीको गुणस्तरलाई उच्च कायम राख्दै एवं कर्जामा अन्तरनिहित जोखिमलाई न्यूनिकरण गर्दै नाफा कमाउनुपर्ने हुन्छ । कर्जा लगानी भनेको सदैव जोखिमपूर्ण काम हो किनभने कर्जा लगानी भइसके पश्चात नियमित रुपमा व्याज आँउछ की आँउदैन, भनेको समयमा साँवा भुक्तानी हुन्छ की हँदैन भन्ने अनिश्चितता सदैव कायम रहेको हुन्छ । अनिश्चितताका बावजुद पनि बैंक तथा वित्तीय संस्थाहरुले कर्जा लगानी गर्नुपर्ने हुन्छ किनकी तिनीहरुको नाफा एवं सक्षमता त्यसै संग जोडिएको हुन्छ । तसर्थ कर्जाको जोखिम व्यवस्थापन उपयुक्त तरिकाले गरि बैंकको गुणस्तरिय कर्जा लगानी बढाई दिर्घकालिन रुपमा बैंकको अवस्था सबल बनाउनु नै बैंक तथा वित्तीय संस्थाहरुको आजको टडकारो आवश्यकता हो ।



IT RISK ASSESSMENT OF BANKS CONSIDERING LIMITED DATA AVAILABLE

Samanta Acharya



Introduction:

Risk is measured in terms of a combination of the probability of occurrence of an event and its consequence (ISO/IEC GUIDE 73:2002).The study of risk management began after World War II. International risk regulation began in the 1980s, and financial firms developed internal risk management models and capital calculation formulas to hedge against unanticipated risks and reduce regulatory capital (Georges Dionne, 2013).

Nepal Rastra Bank (NRB) has put forward Risk Management Guideline on July 2010 for the purpose of providing guidelines to all commercial banks on risk management systems which has set out minimum standards of a risk management framework (NRB, Risk Management Guideline2010). However, there is no separate chapter for the IT Risk management. In August 2012, NRB Supervision department has published "Information Technology Guideline" which has covered regarding the IT Governance, Information Security and education, Information disclosure and grievance handling, outsourcing management, IT operations, Information system acquisition, development and implementation, Business continuity and DR planning, IS Audit and fraud management. Further NRB has issued Circular no. 5 of 2017 (Issued on November 29, 2017) which has pointed some additional risk measures and control mechanisms however in this circular, IT Guideline issued in 2012 has been mentioned in it for the effective implementation (NRB Circular No 5/2074) Due to the lack of data, IT risk models do not give proper result to grade risk factor. Hence, a new model considering the current data unavailability is proposed herein can be practiced in the Nepalese financial sector for IT risk assessment.

Generally speaking, risk is the product of likelihood times impact (Risk = Likelihood * Impact) (OHSAS 18001:2007). The measure of an IT risk can be determined as a product of threat, vulnerability and asset value Caballero, Albert (2009).

Risk = Threat x Vulnerability x Asset Value

A more current Risk management framework for IT Risk would be the TIK framework: According to the TIK Model. (Source: http://it-risk-management.com)

$$\text{IT Risk} = \frac{\text{(Vulnerability x Threat)}}{\text{(Counter Measures)}} \text{ x Asset Valuation Risk}$$

There are several risk models such as Project Management Institute's (PMI) Project Risk Management model, International Organization for Standardization(ISO), International Electro technical Commission (IEC) 27005 Information technology-Security techniques-Information security risk management and the ISO 31000 family. However,COBIT claims that there is only one globally accepted and in-use business framework to employ when it comes to risk management in the IT domain and, specifically, the governance and management of enterprise IT that framework is COBIT 5. (ISACA USA, 2013)

Methodology:

Due to the lack of proper data in most of the south Asian countries especially in the country like Nepal it is very hard to fit the modules proposed by ISACA, COSO, ERM, IEC, ISO, COBIT etc. Hence, based on the experience, a new method is proposed here so that the IT risk assessment is more realistic and accurate in the current situations and the practices in Nepalese financial institutions. IT threats in the Nepalese financial institutions are different in some extent based on the types of systems used in the banking systems it has been categorized as General IT threats (G-IT-T), Criminal IT threats (C-IT-T) and Natural disaster to IT threats (ND-IT-T). Hardware and software failures types are categorized under General IT threats. Financial crimes with association with IT technology are categorized under Criminal IT threats and IT system failures due to nature disasters are categorized under natural disasters to IT threats and systems. The risk and the threats are considered form the financial loss and the service interruptions in the financial institutions.

1) General IT threats (G-IT-T)
2) Criminal IT threats (C-IT-T)
3) Natural disasters to ITthreats (ND-IT-T)

1) General IT Threats(G-IT-T)are further classified as follows:

1.1 Hardware failures
- **1.1.1 Disk/storage Failureresulting data loss (DF-DL)**
- **1.1.2 System/server hardware failure that hampered system but no data loss (SHF-NDL)**
- **1.1.3 Network devices Failure that hampered communications in systems (NDF-HCS)**
- **1.1.4 Electricity power and power supply devices Failures without hampering other connected devices(EPPSDF)**

1.2. Software Failures
- **1.2.1 Inadequate software performance**
- **1.2.2 Obsolete software**
- **1.2.3 Inadequate security controls in software**
- **1.2.4Logical or mathematical error**

2) Criminal IT Threats
- **2.1 System hacked by hackers**
- **2.2 System fraud**
- **2.3 Password theft**
- **2.4 Denial of Service**
- **2.5 Security breaches**
- **2.6 Staff dishonesty**
- **2.7 Robbery or attacks**

3. Natural disasters and its impacts to IT systems
- **3.1 Earthquake**
- **3.2 Floods and cyclones**
- **3.3 Lightning and thunderstorms.**

Risk check list preparation:

The Sample of the check list can be prepared as follows. The details of check list with all the possible events and measures should be included as far as possible.

S.No.	Headings	Weight	Remarks
1	General IT Threats (G-IT-T)		
	1.1 Hardware Failures Risk		
	1.1.1 Disk/Storage Failure resulting data loss (DF-DL)		
	Checklist for 1.1.1 Proper RAID enabled or not? Proper DR maintained or not? Risk replacement mechanism on certain time interval or not? Parity achieving techniques being implemented?		
	1.1.2 Other System failure that hampered system but no data loss (OSF-NDL)		

Similar kinds of checklist with details should be prepared for other risk headings.
Scaling and measuring Risk
Following scale can be used to grade the risk. The scale has been divided into ten equal parts with interval of 0.1 (10%) ie. probability distribution of 0 to 1

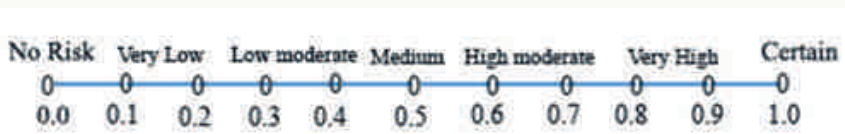


Fig 1. Risk and probability grading scale with its intensity of risk
The grading has been done as No risk for 0, for 0.1 to 0.2 very low risk has been marked and 0.3 to 0.4 it has been marked as low moderate risk. 0.5 being the middle of the scale, it is marked as Medium risk. 0.6 to 0.7 has been marked as high moderate whereas 0.8 to 0.9 is very high risk. 1 being 100% is the certain risk.

Information Technology risk assessment can be effectively done despite the lack of data by considering the aspects discussed here. General IT threats (G-IT-T), Criminal IT threats (C-IT-T) and Natural disasters to IT threats (ND-IT-T) are examined with its further classification. A check list based on these classifications can be prepared and weightage as per the nature of the IT business, its locality, its critical systems and its associations are given and evaluated to perform the risk assessment.

CONCLUSION

The methodology of calculating threat and risk depends on the data and information available. For the calculation of IT Risk of financial institutions, a methodology has been proposed and corresponding classification has been done for different kinds of threats. Risk and its likely hood depends upon the nature and situation of the industry. In this regard, a guideline to further classify the risk and check list development has been presented in this paper under the discussion. Scaling and measuring risk and hence grading overall risk is based on the check list and its overall risk calculation based on its likelihood. Grading should be done according to the risk scale presented. This model has given leverage to classify further events and list out the measures. Checklist development is very important to verify the measures used to reduce the risk and grade the risk in overall. It is suggested to develop checklist by experts and consider the local and business specific risks as far as possible. The accuracy of this model depends upon the classification of events, checklist developed and its grading. The model for IT risk assessment for Nepalese financial institutions where there is lack of data to fit other models, this model is useful and It has been believed that it gives the best possible risk assessment if properly classified and further classification is done properly by the experts of specific fields considering the industry situation and its dependency.

WHAT DO TREASURERS DO?



Pulakit Binod Adhikaree

Treasury is commonly considered to be the heart of the bank. Hence, treasurers are the heart beats who keep pumping the heart so that it works for the body. It is that important to be the treasurer of the bank. If treasury doesn't function well the bank's system is shelled with numerous problems. Now, this must be the question that what treasurers do to be regarded as the core of the bank. First and foremost, we have to look into the etymological meaning of the treasury, where does it come from. Treasury seems to be the place where treasure(s) is kept. Treasure is another word for something of great value or worth. We know that in today's time money is the wealth of great value. And to look after the treasure, treasurers were kept. At present, we can say that to manage the treasure treasurer are kept. We can conclude from this chat that bank's treasurers are those who keep an eye (manage) on every penny (funds) that comes and goes out of the bank.

Further, the main question arises that how treasurers manage those pennies (funds). They have different tools to do that. One of the most efficient tool is Assets Liabilities Management. Asset Liability Management (ALM) can be defined as a mechanism to address the risk faced by a bank due to a mismatch between assets and liabilities either due to liquidity or changes in interest rates (Oracle Corporation, 2008).In general, matching the assets and liabilities of the bank is known as asset liability management and it is effectively managed by treasury. There is Assets Liabilities Management Committee (ALCO) headed by CEO where head-Treasury is the member secretary. All the publication of interest rates (of both credit and deposit) is done by treasury as per the decision of ALCO. ALCO also comprises of deputy CEO, credit head, operations head, finance head and retail banking head.



Again, there is an obligatory rule by Nepal Rastra Bank, Cash Reserve Ratio (CRR) is maintained by treasury as its integral part of managing funds for the bank. CRR is mandatory reserve of cash fund in the account of central bank for any banks in the country. It is now 4% of total deposit of the bank. For this management of CRR, the treasurers now become dealers or agents on behalf of the bank and lend or borrow the sufficient amount of fund in the money market. Money market is comprised of all commercial banks in the Nepal. They lend or borrow the rupee as per their requirement. Such lending or borrowing is of short term only. The lending or borrowing can only last up to 7 days as guided by the central bank's guidelines.

Additionally, treasury is the place where bank earns the chunk of money apart from the credit. This is achieved through the trade in foreign exchange market (Forex) and precious metals. On the case of CRR, treasurers were money market dealers so forth on this case of Forex treasures turn out to be the forex dealers. The treasures now trade in the foreign currencies and earn for the bank. The treasury gets highest target of profits to achieve only to be the second after credit. Hence, the treasury department is also involves the dealing room where authorized persons can only enter. It's the fact that banks can only import the gold into the country and sell it to the gold traders across the country. This import of gold is handled by treasury and sold it to the gold merchants following the guidelines issued from central bank.

Additionally, treasury is the place where bank earns the chunk of money apart from the credit. This is achieved through the trade in foreign exchange market (Forex) and precious metals. On the case of CRR, treasurers were money market dealers so forth on this case of Forex treasures turn out to be the forex dealers. The treasures now trade in the foreign currencies and earn for the bank. The treasury gets highest target of profits to achieve only to be the second after credit. Hence, the treasury department is also involves the dealing room where authorized persons can only enter. It's the fact that banks can only import the gold into the country and sell it to the gold traders across the country. This import of gold is handled by treasury and sold it to the gold merchants following the guidelines issued from central bank.

Treasury keeps track of the fund position of the bank which is so very crucial to the banks to excel in the right path both with the compliance and profitability. The liquidity and CCD ratios of the banks are being constantly monitored by the treasury and treasures and those are being reported to the Executive Committee on the daily basis without any fail. Treasury also formulates the policies to check liquidity risks, interest rate risks, foreign exchange risk and market risks. It is always ready with the contingency funding plan if anything happens abnormal in the industry or bank.

In conclusion, it is all but none to prove that treasury is heart of the bank and treasurers are the pulses which keep pushing the heart for the better life. And, these are the things treasurers do in a single day at their desk to make bank sustainable and respectable in all aspects of the industry and society.

TRAINING AND DEVELOPMENT

The Bank is providing adequate training and development program to its employees. It believes that employees are the core strength of the Bank, where they play a very significant role in the success of the Bank. It is also focused in providing training to staff in remote branches, so that they can cope up with challenges and mitigate the risk related to overall banking operation.Complying with our Human Resource CoreValuewhich is to nurture, empowerhuman capitaland achieve their full potential; the Bank has been providing different types of training on the basis of organizational activities performed by them.





Generally, the trainings were conducted on following topics:

Related to Credit, Operation, Administration, Legal, Finance etc)
Implementing Effective Tools for Managing Operational Risk
Workplace Motivation and Strategic Alliance
Collateral/Mortgage Security Management
Cyber Security for Bank Executives
AML/CFT-KYC

Effective Loan Documentation
Financial Statement & Spreadsheet Anaylsis

Lending to Large and Mid Corporate
Strategic Marketing for Developing Retail and MSME Portfolio
Programme on Bank Fraud/Economic Offences

In second quarter the training details i.e the kind of training and the number of staff benefitted from the training is mentioned below.

Training provided on second quarter

S.N	Nature of Training	No of Training Conducted	No of Participants benefitted
1	Outside Training	28	77
2	In-House Training	10	314
3	India Training	3	7
	TOTAL	**41**	**398**

Province-wise Training Details

S.No.	Provinces	No.of Staff Benefited
1	Province 1	32
2	Province 2	35
3	Province 3	215
4	Province 4	3
5	Province 5	30
6	Province 6	7
7	Province 7	1
	Total	**323**

Level-wise Staff Training

S.No	Level	No. of Staff Benefited
1	Trainee Assistant	51
2	Junior Assistant	77
3	Assistant	54
4	Management Trainee	16
5	Supervisor	29
6	Junior Officer	37
7	Officer	29
8	Senior Officer	18
9	Assistant Manager	10

Therefore, the employees are periodically provided with training opportunities in order to develop the necessary skills to not only survive, but also compete in this dynamic industry. The focus is provided such that long-term goals of the employees and the Bank are in line with each other. The structured, pragmatic and challenging training plans have enabled the Bank to extract maximum benefits from the available employees, thus, providing maximum utilization of human resources with minimum diversions. The employees are further encouraged to share their knowledge with fellow colleagues to strengthen the technical expertise at hand. Moreover, on the job training at relevant positions across the branches and departments are a significant portion of the Bank's training plans. Furthermore, employees in specific departments are provided with precise technical knowledge to help them nurture in the specific field of knowledge.

बैंकका गतिविधिहरु

सिटिजन्स बैंक इन्टरनेसनल लिमिटेडले सहयोगी विकाश बैंकलाई प्राप्ति गर्ने अन्तिम सम्झौतामा हस्ताक्षर, राष्ट्र बैंकको स्वीकृति पछि संयुक्त कारोबार



बैंक तथा वित्तीय संस्था एक आपसमा गाभ्ने गाभिने (मर्जर) तथाप्राप्ति (एक्विजिशन) सम्बन्धी विनियमावली, २०७३ बमोजिम सिटिजन्स बैंक इन्टरनेसेनल लिमिटेडले नेपाल राष्ट्र बैंक बाट ख वर्गको इजाजत प्राप्त श्री सहयोगी विकाश बैंक लिमिटेडलाई प्राप्ति गर्ने गरी अन्तिम सम्झौतामा हस्ताक्षर गरेको छ। मिति २०७६ साल पौष २८ गते यस बैंकको मुख्य कार्यालय नारायणहिटी पथमा आयोजित एक कार्यक्रमका बीच यस बैंकको तर्फ बाट संचालक तथा मर्जर तथा प्राप्ति समितिका संयोजक श्री प्रवल जंग पाण्डे र सहयोगी विकाश बैंक लिमिटेडका तर्फ बाट संचालक तथा मर्जर तथा प्राप्ति समितिका संयोजक श्री डिल्ली प्रकाश घिमिरेले हस्ताक्षर गर्नु भएको छ। दुवै बैंकले आ-आफ्नो विशेष/वार्षिक साधारण सभा बाट प्राप्ति सम्बन्धि विशेष प्रस्ताव पारित गरी नेपाल राष्ट्र बैंकको अन्तिम स्वीकृति पछि एकीकृत कारोबार सुरु गर्ने छन्। दुवै बैंकले गतअसार २२ गते प्राप्तिका लागि प्रारम्भिक समझदारीमा हस्ताक्षर गरेका थिए। हाल सिटिजन्स बैंकको चुक्ता पूँजी ८ अर्ब ६२ करोड रुपैयाँ रहेकोमा प्राप्ति पछिको चुक्ता पूँजी ९ अर्ब ८ करोड रुपैयाँ र कुल शाखा ९९ हुनेछ।

सिटिजन्स बैंकको संचालकमा सुदेश खालिङ नियुक्त



सिटिजन्स बैंक इन्टरनेसनल लिमिटेडको २०७६ साल मङ्सिर ६ गते शुक्रवार बसेको ३२० औं सञ्चालक समितिको बैठकले बैंकिंग क्षेत्रमा करिब तीन दशक लामो अनुभव भएका श्री सुदेश खालिङलाई बैंकको स्वतन्त्र संचालकमा नियुक्त गरेको छ।

सिटिजन्स बैंकद्वारा सिराहामा कम्बल वितरण



सिटिजन्स बैंक इन्टरनेसनल लिमिटेडले चिसोका कारण जनजिवन प्रभावित हुदै गए पछी सिराहा जिल्लाको भवानीपुर गाउँपालिकाको ठाडी टोल र नहरा टोल र लक्ष्मीपुर पटारी गाउँपालिकाका विप्पन निःसहाय व्यक्तिहरुलाई कम्बल वितरण गरेको छ। न्यानो कपडाको अभावमा कष्टकर जिवनयापन गरिरहेका गरिब, सिमान्तकृत तथा निःसहाय व्यक्तिहरुलाई सानो पाईला नामक गैर सहकारी संस्थासँगको सहकार्यमा बैंकले सामाजिक उतरदायित्व कार्यक्रम अन्तर्गत १५० थान कम्बल वितरण गरेको छ।

सिटिजन्स बैंकका थप ४ नयाँ शाखा संचालनमा

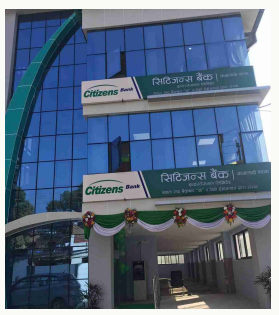
सिटिजन्स बैंक इन्टरनेसनल लिमिटेडले शाखा विस्तार गर्ने क्रममा मिति २०७६ साल माघ ५ गते बाट थप चार वटा नयाँ शाखाहरु संचालनमा ल्याएको छ। बैंकले चितवनको टाँडी, लमजुंगको भोटे ओडार, कपिलवस्तुको जितपुर तथा नुवाकोटको देवीघाट शाखाहरु संचालनमा ल्याएको छ। नेपाली जन माझ आफ्नो उपस्थितिलाई दरो बनाउन तथा आम नागरिकलाई अत्यावश्यक वित्तीय सेवाको पहुँच प्रदान गर्ने उद्देश्यका साथ बैंकले बागमती प्रदेशको टाँडी र देवीघाट, गण्डकी प्रदेशको भोटे ओडार र प्रदेश नं ५ को जीतपुरमा शाखा विस्तार गरेको छ।

SAFA द्वारा सिटिजन्स बैंक पुरस्कृत



सिटिजन्स बैंक इन्टरनेसनल लिमिटेडलाई South Asian Federation of Accountants (SAFA) द्वारा मिति २०७६ मंसिर १४ गते बंगलादेशको ढाकामा आयोजित एक समारोहमा बैंकलाई SAFA Best Presented Annual Report Awards and SAARC Anniversary Awards for Corporate Governance Disclosures, 2018 बाट पुरस्कृत गरिएको छ। सिटिजन्स बैंक इन्टरनेसनल लिमिटेडलाई South Asian Federation of Accountants (SAFA) द्वारा मिति २०७६ मंसिर १४ गते बंगलादेशको ढाकामा आयोजित एक समारोहमा बैंकलाई SAFA Best Presented Annual Report Awards and SAARC Anniversary Awards for Corporate Governance Disclosures, 2018 बाट पुरस्कृत गरिएको छ। "Private Sector Banks (Including CooperativeBanks)"विधामाबैंकले Certificate of Merit प्राप्त गरेको छ। सार्क क्षेत्रमा क्रियाशील रहेका व्यावसायिक लेखा निकायहरूको छाता संगठनको रूपमा स्थापित SAFA ले हरेक वर्ष दक्षिण एसियामा प्रकाशित वार्षिक प्रतिवेदनहरुको मूल्यांकन गरी विभिन्नविधामा पुरस्कार वितरण गर्दै आईरहेको छ। SAFA ले यो पुरस्कार वार्षिक लेखा प्रतिवेदनमा समावेश भएका उद्देश्य, जोखिम व्यवस्थापन, लेखा सम्बन्धि टिप्पणी, पारदर्शिता, जवाबदेहीता, संस्थागत सुशाशन, तथा अन्य Disclosure का आधारमा मूल्यांकन गरी उत्कृष्ट छनौट भएको वार्षिक प्रतिवेदनलाई दिने पुरस्कार हो। SAFA द्वारा बैंक लगातार तिन वर्ष देखि पुरस्कृत हुदै आएको छ।

सिटिजन्सद्वारा कमलाढ़ीमा आफ्नै सुविधा सम्पन्न भवनबाट बैंकिंग सेवा संचालन



नेपाली जनताको घरदैलोमा अनवरत रूपले बैंकिंग सेवा पुऱ्याँउदै आएको यस सिटिजन्स बैंक इन्टरनेसनल लिमिटेडले शाखा विस्तार गर्ने क्रममा आफ्नो ८५ औं शाखा आफ्नै सुविधा सम्पन्न भवन काठमाडौंको कमलादी संचालनमा ल्याएको छ। मिति २०७६ कार्तिक २४ गते बाट उक्त शाखा कार्यालयबाट बैंकिङ्ग कारोबारको सुरुवात गरिएको छ।

बर्दिया हस्पिटललाई कम्प्युटर र प्रिन्टर प्रदान



यस बैंकले सामाजिक उतरदायित्व कार्यक्रम अन्तर्गत बर्दिया हस्पिटललाई एक थान कम्प्युटर र एक थान प्रिन्टर प्रदान गरेको छ। बैंकका प्रमुख कार्यकारी अधिकृत श्री गणेश राज पोखरेलले उक्त सामग्रीहरू हस्पिटललाई हस्तान्तरण गर्नु भएको छ।

सिटिजन्स बैंकको कम्पनी सचिवमा राजेन्द्र लाल श्रेष्ठ नियुक्त



सिटिजन्स बैंक इन्टरनेसनल लिमिटेडको २०७६ साल कात्तिक १ गते बसेको संचालक समितिको ३१६ औं बैठकले श्री राजेन्द्र लाल श्रेष्ठलाई कात्तिक १ गते देखि लागू हुने गरी कम्पनी सचिवमा नियुक्त गर्ने निर्णय गरेको छ।

सिटिजन्स बैंकद्वारा श्री १८ नम्बर बाहिनी, भुल्के, गाईघाटमा ए.टि.एम सञ्चालन

सिटिजन्स बैंक इन्टरनेसनल लिमिटेडले उदयपुरको गाईघाट स्थित श्री १८ नम्बर बाहिनी, भुल्केमा ए.टि.एम. सेवा शुभारम्भ गरेको छ। श्री १८ नम्बर बाहिनीका बाहिनी पति सहायक रथी श्री कृष्ण प्रसाद सापकोटाले उक्त ए.टि.एम सेवाको उद्घाटन गर्नु भएको हो।





बैंकका गतिविधिहरु

सिटिजन्स बैंक र चिरायु नेसनल हस्पिटल एण्ड मेडिकल ईन्स्टिच्युट बिच सहकार्य



सिटिजन्स बैंक इन्टरनेसनल लिमिटेड र चिरायु नेसनल हस्पिटल एण्ड मेडिकल ईन्स्टिच्युट प्रा. लि., बसुन्धरा, बिच बैंकका ग्राहक वर्गलाई हस्पिटलको सेवा शुल्कमा विशेष छुट दिने सम्बन्धी समझदारी पत्रमा हस्ताक्षर भएको छ । यस सम्झौता पश्चात सिटिजन्स बैंकका डेबिट, क्रेडिट र प्रिभिलेज कार्ड वाहक र खाता भएका ग्राहक महानूभावहरुले चिरायु नेसनल हस्पिटल एण्ड मेडिकल ईन्स्टिच्युट प्रा. लि. माउपचार गराउँदा तथा अन्य सेवा लिंदा विशेष छुट पाउँनेछन् ।

सिटिजन्स बैंकद्वारा सिटिजन्स कोसेली निक्षेप योजना संचालनमा

सर्व साधारणलाई गुणस्तरिय सेवातथा सूविधा दिदै आएको सिटिजन्स बैंकले ग्राहक महानुभावहरुलाई थप लाभान्वित गर्न सिटिजन्स कोसेली निक्षेप योजना खाताको शुभारंभ गरेको छ । यस निक्षेप योजना अन्तर्गत यस बैंकका व्यक्तिगत ग्राहक महानुभावहरुले मुद्दतीमा राखेको रकम ७ वर्ष ६ महिना ९९० महिना पश्चात साँवा तथा व्याज बापत एक मुष्ट रुपमा दोब्बर हुनेगरि रकमफिर्ता पाउने छन् ।

शाखा रहित बैंकिङ्ग सेवा रौतहट जिल्लाको सन्तपुर दोस्तियामा



सिटिजन्स बैंक इन्टरनेसनल लिमिटेडले देशकाविभिन्नदुर्गम स्थलका बासिन्दाहरुलाई सर्व सुलभ तथा अत्याधुनिक बैंकिङ्ग सेवा पुऱ्याउने उद्देश्यका साथ शाखा रहित बैंकिङ्ग सेवा विस्तार गरेको छ । यसै क्रममा बैंकले रौतहट जिल्लाको फतुवा बिजयपुर नगरपालिका -०५ सन्तपुर दोस्तियामा यहि पौष १८ गतेबाट १०३ औं शाखारहित बैंकिङ्ग सेवा प्रारम्भ गरेको छ । फतुवा बिजयपुर नगरपालिका की उप-मेयर श्रीमती कान्ती देवी महतोले सो शाखा रहित बैंकिङ्ग सेवाको उद्घाटन गर्नु भएको हो । सो स्थानमा सेवा संचालनका लागि स्थानीय व्यवसायी वृज किशोर प्रसाद यादवलाई व्यवसायिक प्रतिनिधि नियुक्त गरिएको छ ।

सिटिजन्स बैंकद्वारा आफ्ना ATM मा Mastercard सेवा सुरुवात

सिटिजन्स बैक इन्टरनेशनल लिमिटेडले आफ्नो बैंकको ATM मा Mastercard सेवा सुरुवात गरेको छ । यो सेवाको सुरुवात सँगै Mastercard, Maestro तथा Cirrus ब्राण्डका कुनै पनि कार्ड यस बैंकको ATM मा चल्ने छन् । नेपाल भ्रमण बर्ष २०२० को सुरुवात सगै प्रारम्भ गरिएको यस सेवाबाट विशेष गरी नेपाल भ्रमण माआउने विदेशी पर्यटक र नेपालमा Mastercard ब्राण्डका कार्ड वाहक ग्राहकहरु लाभान्भित हुने विश्वास बैंकले लिएको छ । बैंकले यस अघि नै Visa तथा Union Pay सँग सहकार्य गरी ती ब्राण्डका कार्डमार्फत कारोबार गर्दै आइरहेको छ ।

सिटिजन्स बैंक र टेस्ला डायग्नोस्टिक क्लिनिकबीच सहकार्य



सिटिजन्स बैंक इन्टरनेसनल लिमिटेड र टेस्ला डायग्नोस्टिक क्लिनिक, बालुवाटार बीच बैंकका ग्राहक महानूभावहरुलाई हस्पिटलको सेवा शुल्कमा विशेष छुट दिने सम्बन्धी समझदारी पत्रमा हस्ताक्षर भएको छ । यस सम्झौता पश्चात सिटिजन्स बैंकका डेबिट, क्रेडिट, प्रिभिलेज कार्ड वाहक र खाता भएका ग्राहक महानूभावहरुले टेस्ला डायग्नोस्टिक क्लिनिक सेवा लिंदा विशेष छुट पाउँनेछन् । यस किसिमको सहकार्यबाट बैंकका ग्राहक महानूभावहरु लाभान्वित हुने विश्वास बैंकले लिएको छ ।

